

Comprehensive One-Stop Hours of Operation Panel Discussion

PRESENTED BY: Liz Casey – Employment Security Department

CHECK ONE:

☐ Action Item

☒ Possible Action

☐ Discussion Only

SUMMARY:

As part of revision of Policy 1016, One-Stop Evaluation and Certification, Board staff highlighted the requirements for hours of operation of comprehensive one-stop centers in the workforce system. Prior to the pandemic, most comprehensive one-stops were open Monday-Friday, roughly 8-5pm. Virtual service delivery, particularly during lockdowns and other social distancing requirements, was prioritized by some offices. The Board is being asked to consider setting uniform, statewide requirements for minimum hours of operation in comprehensive one-stop centers.

BACKGROUND:

WIOA Section 121(e)(2), 20 CFR Part 678, and TEGL 16-16 describe one-stop certification requirements, including review and evaluation of criteria by the state Workforce Board every two years to establish a minimum level of quality and consistency of services across the state.

Staff have put together a panel to provide a range of perspectives on one-stop hours of operation, including ESD, DSHS, and two local workforce development boards. Board members will have the opportunity ask questions, think through potential policy solutions, and either decide on operating hours at the February 23 Board meeting, or request additional details to be provided and make a final determination at the March 23 Board meeting.

STAFF GUIDANCE & RECOMMENDATION:

Discussion and Action. The Board is being asked to set minimum hours of operation in the comprehensive one-stop centers, as directed in the following section of federal regulations:

Determination of minimum hours of operation per 678.305(c) “hours of access to services” of one-stop comprehensive sites as part of its evaluation of effectiveness described in 20 CFR 678.800(b).

Staff recommend the Board direct staff to assemble a task team of WIOA partner leaders to review law, rule, and guidance as well as current hours of operation in each comprehensive one-stop and bring recommendations back for Board vote at the March 23 Board meeting.